

Figure 1

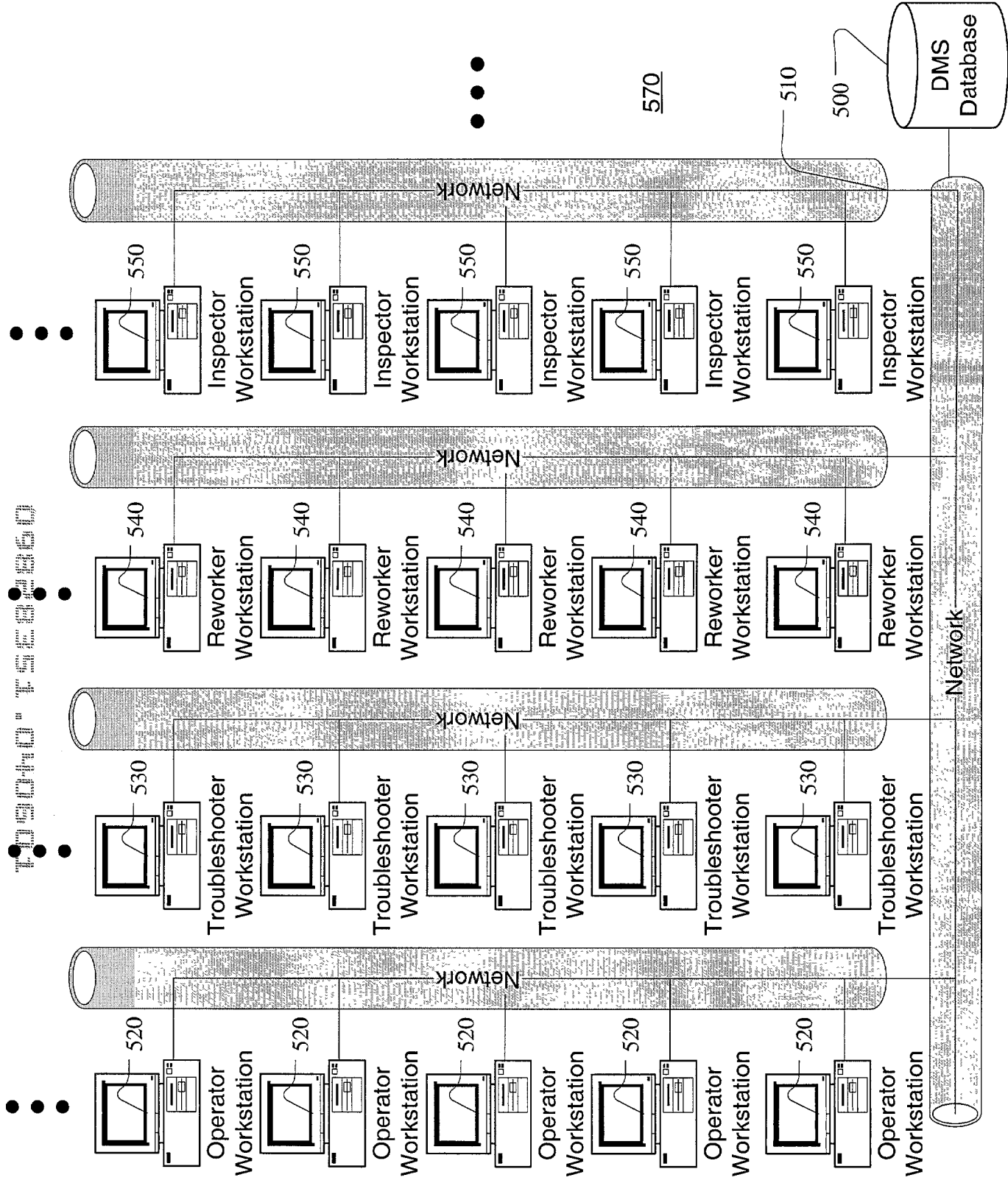


Figure 2

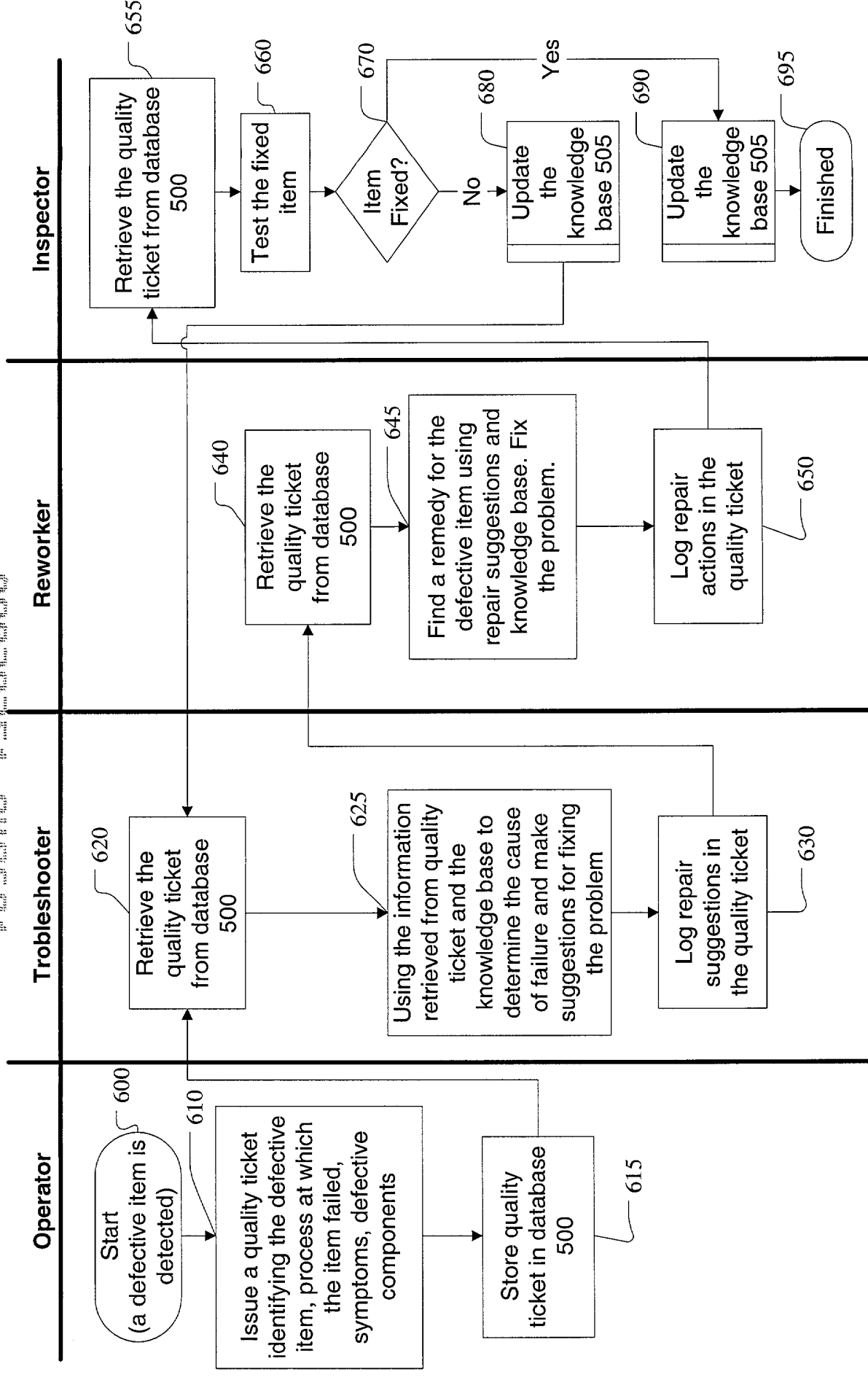


Figure 3

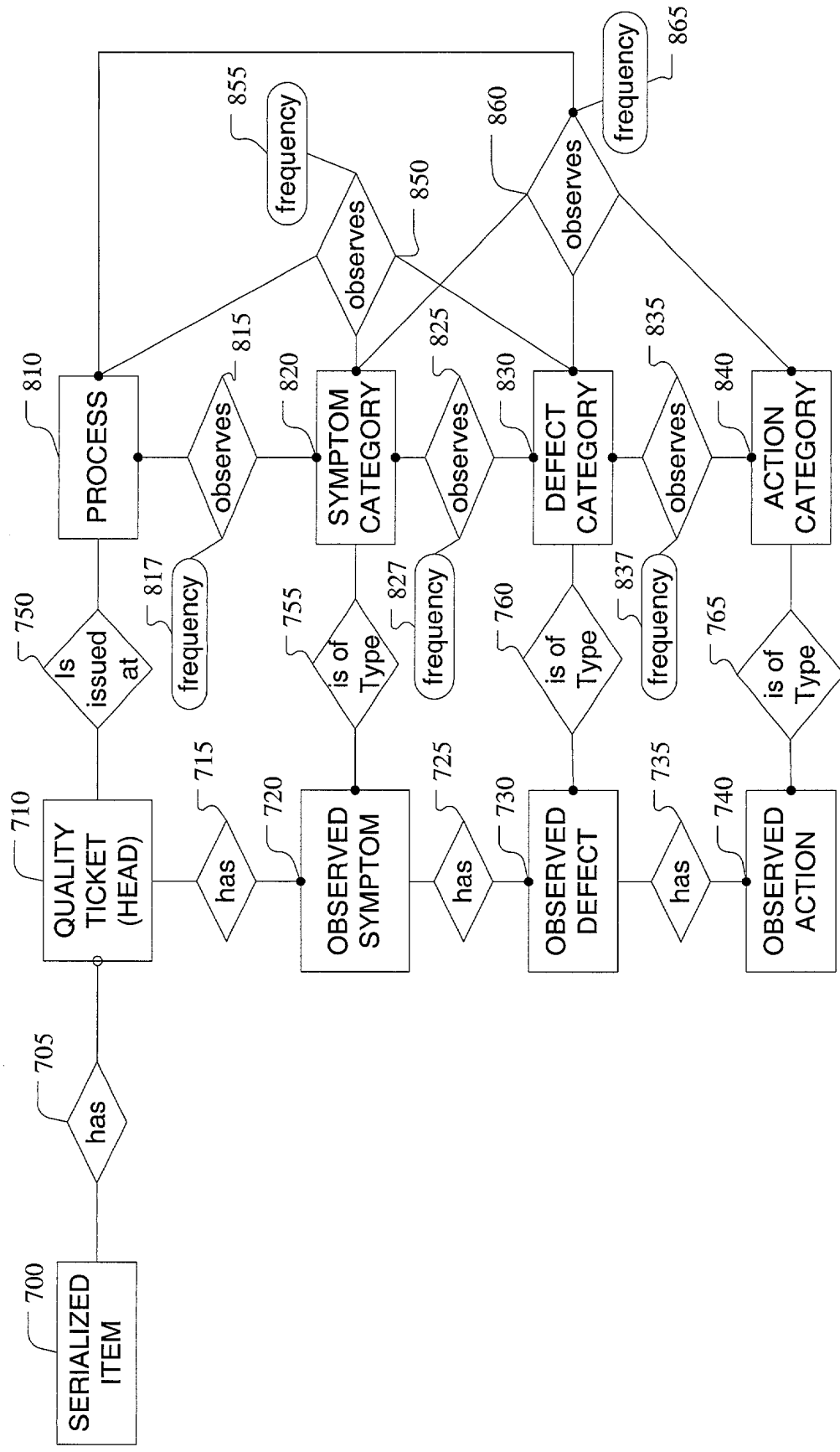


Figure 4

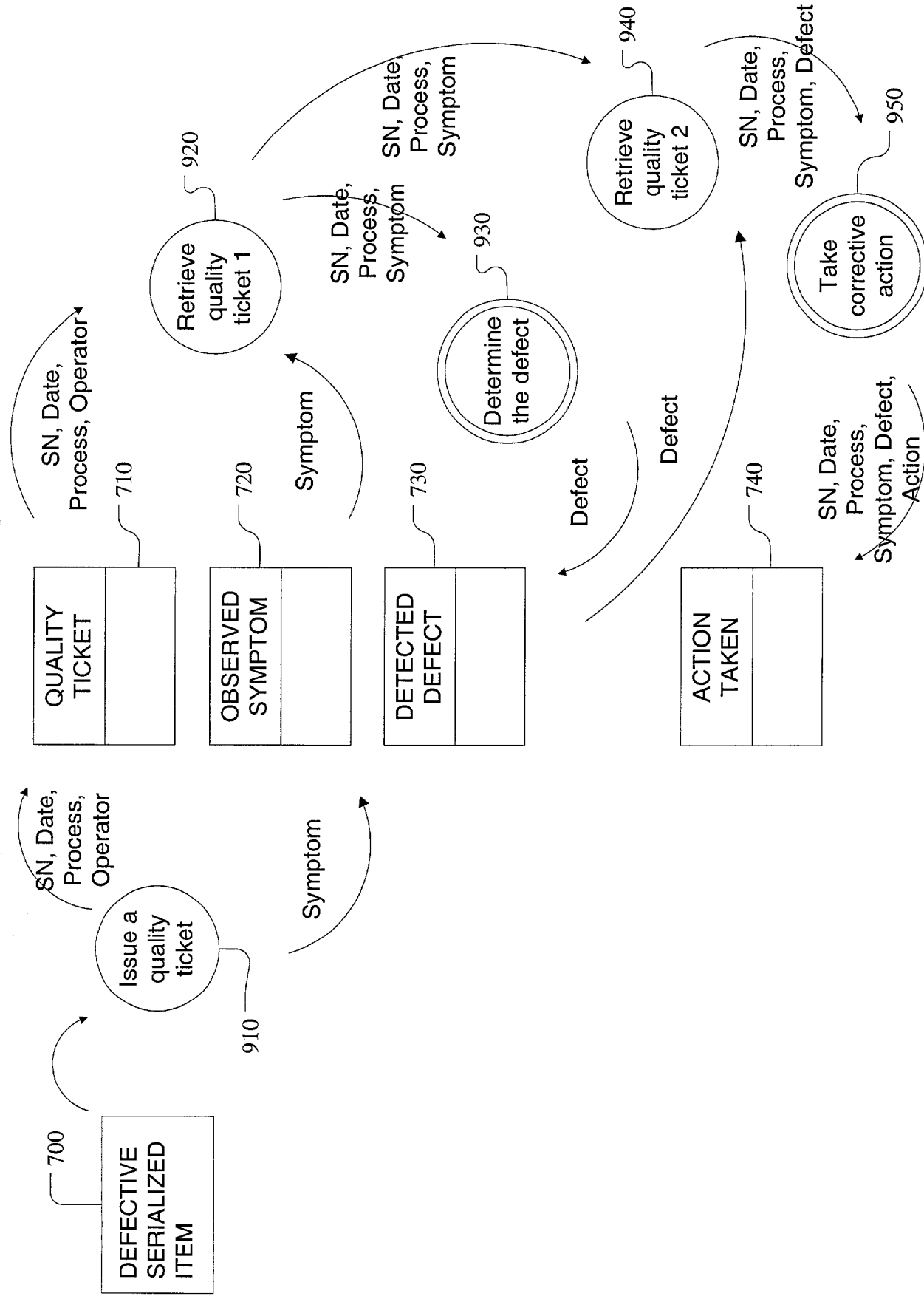


Figure 5

Figure 6a

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45

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5a

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75

90

95

105

110

115

120

130

135

Serial Number:
Ticket:

Lookup
Close Quality Ticket

Serialized Item Factory Data
Application
Part Number
Description
Revision

System Test

Symptom

Process (Test Stage): CIAO 1
Process Step (Test): DT

Comment

Quality Ticket Explorer
System Test

DCS Support
CIENA\dmstestuser1

Save
Cancel/New

No Defect
Defect

Close

Figure 6b

[illegible]

Figure 7

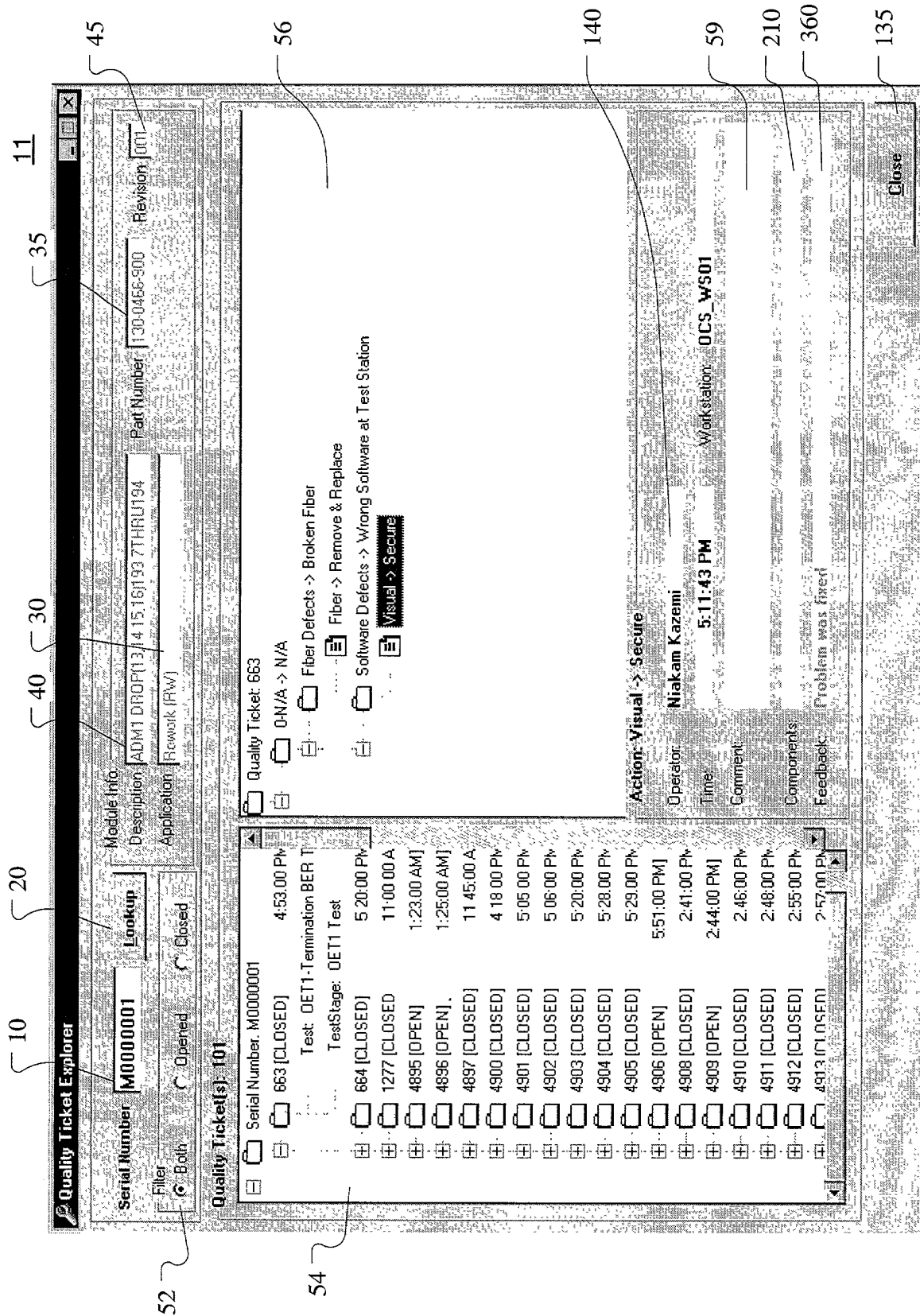


Figure 8

Figure 9

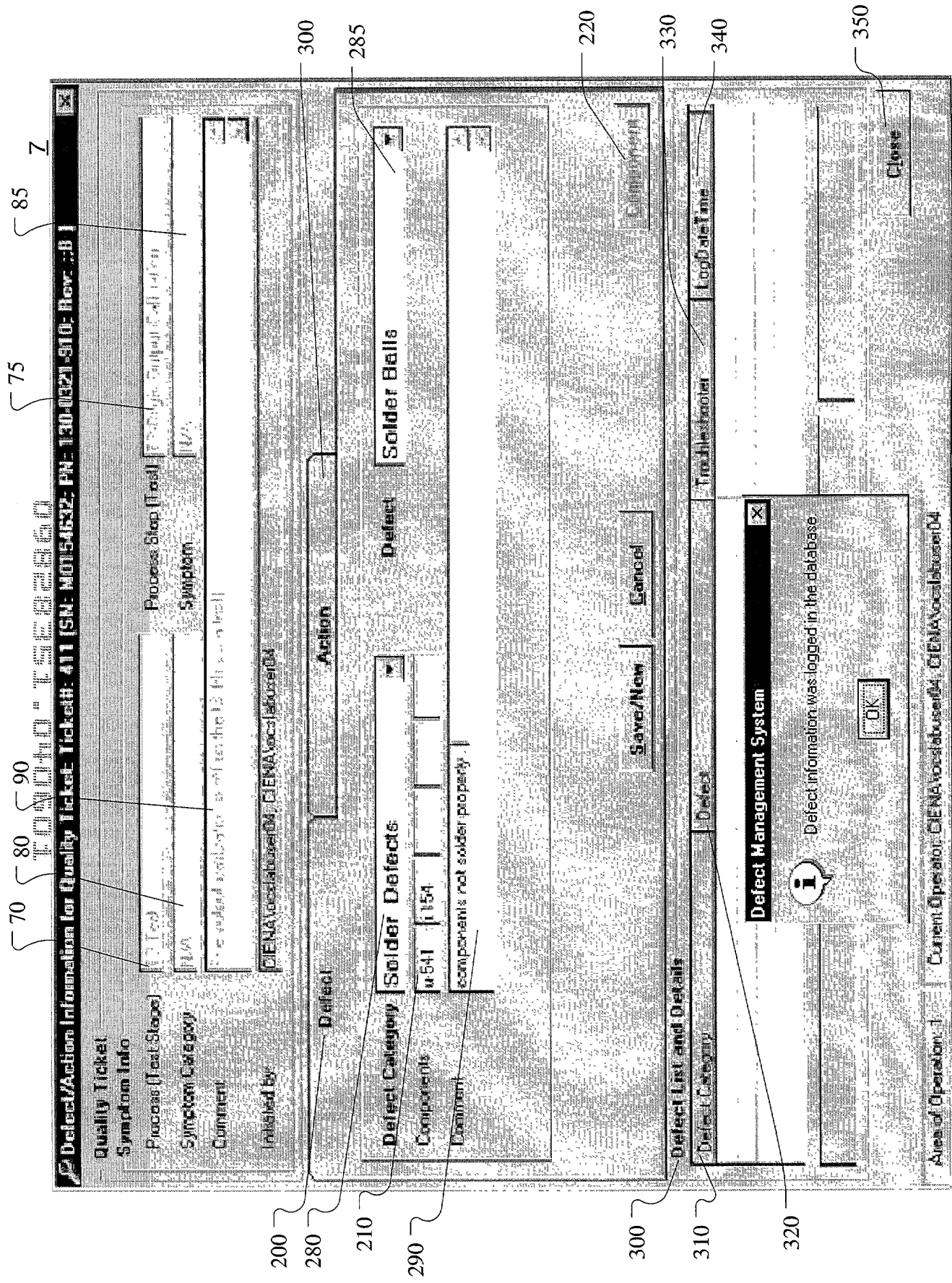


Figure 10a

Figure 8 is a screenshot of a software window titled "Defect/Action Information for Quality Ticket: Ticket#: 416 (SN: M0000002; PM: 130-0466-900; Rev: 001)". The window is divided into several sections:

- Symptom Info:** Contains fields for "Process Step (Test)", "Symptom Category", "Comment", and "Initiated by".
- Defect:** Contains fields for "Action Category", "Component", "Comment", and "Resolution".
- Feedback:** Contains checkboxes for "Problem was fixed" and "Problem was not fixed", and buttons for "Save" and "Cancel".
- Defect List and Details:** Contains a table with columns for "Defect Category", "Defect", and "Defect Date".

The window also includes a "Close" button at the bottom right.

Figure 11a

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001; PN: 130-0466-900; Rev: 001]

Operator:	CIENA\dmstestuser1	Area of Operation:	10G
Process (Test Stage):	OT1 - Rx	Process Step (Test):	RX grating test
Symptom Category:	1-N/A	Symptom:	N/A
Comment:			

Defect	Action
Action Category: Testing2 Components: Comment:	Action: Testing2 Step

Save

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	
No Action	Component Defects	Damaged	GGG, DFDD, DDD

Feedback Close

Defect/Action Information for Quality Ticket: 420 [SN: M0000002; PN: 130-0466-900; Rev: 001]																											
Quality Ticket																											
Symptom Info																											
Process (Test Step)	Process Step[Test]	Circuit Manager Upgrade																									
Symptom Category	N/A	Symptom	NA																								
Comment																											
Initiated by:	CIENA\mangana, CIENA\mangana																										
<table border="1"> <thead> <tr> <th>Defect</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td> Action Category Fiber Components G-656 Comments Testing Reworker Hawrokan CIEN Test Results Pass </td> <td> Action Remove & Replace </td> </tr> </tbody> </table>				Defect	Action	Action Category Fiber Components G-656 Comments Testing Reworker Hawrokan CIEN Test Results Pass	Action Remove & Replace																				
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<div style="text-align: center;"> Action information was logged into the database. <input type="button" value="OK"/> </div>																											
<div style="text-align: right;">was not fixed</div>																											
<table border="1"> <thead> <tr> <th colspan="4">Defect List and Details</th> </tr> <tr> <th>Defect Category</th> <th>Defect</th> <th>Trouble Shooter</th> <th>Last Date Time</th> </tr> </thead> <tbody> <tr> <td>Fiber Defects</td> <td>Broken Fiber</td> <td>CIENA\mangana, CIE</td> <td>12/21/00 10:50:00</td> </tr> <tr> <td>Component Defects</td> <td>Damaged</td> <td>CIENA\mangana, CIE</td> <td>12/21/00 11:58:00</td> </tr> <tr> <td>Fiber Defects</td> <td>Broken Fiber</td> <td>CIENA\mangana, CIE</td> <td>12/21/00 3:05:00 PM</td> </tr> <tr> <td>Software Defects</td> <td>Wrong Software at Test Station</td> <td>CIENA\mangana, CIE</td> <td>12/21/00 3:16:00 PM</td> </tr> </tbody> </table>				Defect List and Details				Defect Category	Defect	Trouble Shooter	Last Date Time	Fiber Defects	Broken Fiber	CIENA\mangana, CIE	12/21/00 10:50:00	Component Defects	Damaged	CIENA\mangana, CIE	12/21/00 11:58:00	Fiber Defects	Broken Fiber	CIENA\mangana, CIE	12/21/00 3:05:00 PM	Software Defects	Wrong Software at Test Station	CIENA\mangana, CIE	12/21/00 3:16:00 PM
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Testing	CIENA\mangana, CIENA\mangana																										
<input type="button" value="Close"/>																											

Figure 12

Figure 1 is a screenshot of a software application window titled "Defect/Action Information for Quality Ticket: Ticket#: 416 [SN: M0000002; PM: 130-0466 800; Rev: 001]". The window is divided into several sections. The top section, "Quality Ticket", contains fields for "Symptom Info", "Process Step (Test)", "Symptom", and "Comment". Below this is the "Initiated by" field, which is populated with "CENA Vinograd, CENA Vinograd". The main section is divided into two panes: "Defect" and "Action". The "Defect" pane shows "Action Category" (a dropdown menu), "Components" (a list box), "Comment" (a text area), and "Revolvers" (a list box). The "Action" pane shows "Problem was fixed" (a checkbox) and "Problem was not fixed" (a checkbox). Below the panes is a "Feedback" section with "Save" and "Cancel" buttons. At the bottom, there is a "Defect List and Details" section with a table showing "Defect Category", "Defect", and "Time/Date". The table has one row with "Fiber Defects", "Defect", and "12/20/01 8:45:00 PM". To the right of the table is a "Feedback" dialog box with "Problem was fixed" and "Problem was not fixed" radio buttons, and a "Save" button. At the very bottom, there is a "Current Operator" field and a "Close" button.

Figure 13

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Troubleshooting Guide

The following is a list of the most likely causes for the specified SYMPTOM

Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5

Close

350

Figure 15